



QUICK FACTS – HOME CARE REFERRAL REGISTRY

The mission of the Home Care Referral Registry is to help people who are eligible for Medicaid in-home care services find quality in-home care providers.

What is the Home Care Referral Registry and Who Can Use It?

- The Home Care Referral Registry (HCRR) helps Washington State residents who receive publicly funded in-home care find pre-qualified in-home care providers.
- The Referral Registry utilizes a customized internet-based system that provides consumers with a referral list that includes the names of screened providers. Upon receiving the list, the consumer of service (employer) is responsible for calling, interviewing and selecting the provider of her/his choice. Final authorization of services is approved by the employer's case manager.
- Referral Registry Centers are located across Washington State. Registry staff are available to assist eligible individuals to find and hire an in-home care worker that best meets their needs and preferences.
- The Referral Registry can help individual's interested working as an in-home care provider find employment. Applicants must be at least 18 years old, successfully complete a background check, a face-to-face interview and an introductory course prior to being listed on a consumer/employer referral.
- Participation on the Registry is voluntary and not a condition to receive or provide Medicaid services.

Who Manages the Referral Registry?

- The Referral Registry is managed by the Home Care Quality Authority.
- The Home Care Quality Authority (HCQA) is a small agency of Washington State government and is governed by a nine-member board consisting primarily of former and/or current consumers of in-home care services. An executive director manages the Authority operations, various contractors, and staff.
- The mission of the HCQA is to improve the quality of in-home care services provided to the state's aging adults and persons with disabilities who wish to live independently in their own home.

How Helpful is the Referral Registry?

The Home Care Referral Registry has been very successful in helping consumers find screened and qualified home care workers. Without the Referral Registry many individuals would be left with limited options for in-home care. The Registry has been fully operational since January of 2007 and has:

- Managed a system that has provided employment for more than 4,000 individual providers.
- Provided service to nearly 4,000 consumers of in-home care.
- Screened more than 20,000 worker applications for placement on the Registry.

**For more information call a Registry Coordinator at 1-800-970-5456
or visit: www.hcqa.wa.gov**